

# About your safety



This is a guide to help prompt ideas and action if you are at risk of family and domestic violence. It does not replace legal advice. If your safety is at risk, you should take precautions for your safety, the safety of your children and get legal advice.

The ideas set out in this guide are based on real life examples from people who have needed to take such steps in relation to their safety.

## Keep this information sheet in a safe place

At the end of this guide is a list of agencies and community services that offer support to people at risk of family and domestic violence. Some of these agencies and services may be able to help you in an emergency situation. There is also a space for you to write down additional emergency telephone numbers that you or your children may need to find quickly. Please take the time to think about what telephone numbers you need to include.

## Be prepared – safety planning

You may not be ready or able to leave the relationship right now. However, you can prepare a safety plan for you and your children to use when you notice tension building up, you are worried there may be an incident of violence against you about to occur, or when an incident of violence does occur.

### *Safety planning – be ready to leave at a moments notice.*

- Make sure you have all your and your children's important documents together (or copies of them if they will be missed) and keep them in a safe place outside the home so you do not have to gather them together in an emergency. These include:
  - all forms of identification
  - your driver's licence
  - Medicare card
  - passports
  - birth certificates
  - bank account details
  - bills
  - car registration
  - contracts
- Make copies of photographs, children's reports and certificates
- Write down the name of any medication you or your children need
- Remove any personal items (heirlooms, gifts) that you do not want to leave behind
- Keep some spare clothing for you and the children with a friend or neighbour
- Save a little money each week and keep it with your documents
- Make yourself aware of the names of any community services you may need to contact in an emergency. Write the name and telephone number of these services in the space provided at the end of this document
- Speak to a domestic violence counsellor to review your safety plan
- Keep a copy of this guide with your documents so you have all your information (telephone numbers and documents) in one place
- If you have pets and are concerned for their safety you can contact the Patricia Giles Centre Safe Families, Safe Pets on **(08) 9300 0340**

### *Online Safety - staying safe using your phone, computer and social media sites*

Online safety is a very real concern for people at risk of family and domestic violence because it is so easy to track and monitor online activities through computer browser history and social media communications. Below are some tips about keeping yourself safe if you are preparing to leave an abusive relationship and are using a computer, tablet or mobile phone to source information to assist you to leave.

There are also some tips to help you remain safe when using electronic and social media devices after you leave.

- After you have finished browsing, clear your recent search history on the computer. There is a list of instructions about how to do this at the back of this document
- Before you log off, make some random website searches such as visiting some online shopping sites, researching hobbies or movies. This will leave a “safe” recent browser history trail
- Always make sure you completely log off the computer after you have finished
- Use a library or friends computer to search for information to assist you to leave
- Have a private email account that you can access from a safe computer outside of your home and use this address to receive information to assist you to leave the abusive relationship
  - You can also store some of your important information in emails to yourself from your private email address

From...	sue@hotmail.com
To...	sue@hotmail.com

- You can attach a copy of this information sheet and send it to yourself from your private email address
- Change your password regularly
- Check your privacy settings on social media sites. Information you post on your site may appear on your friends social media pages and therefore accessible by their friends

- Ask your friends not to post any photos of you or make comments about you on their social media pages
- Be cautious when you get a request for friends through social media sites

Educating children to be careful about what they post on social media sites such as Facebook, Twitter, Instagram, Flickr GoogleMap, Snapchat and others programs is important.

- Do not include details that could identify your location such as comments about work, school, the vet you take your pets to, bargains you find at your local shopping centre
- Use the GPS or location function on your smart phone or tablet cautiously when uploading photos or location details to social media sites as it can be used to pinpoint where you are or tag the location of the photo.
- Turn off the location and GPS functions on your iPhone.
  - Settings menu
  - the privacy menu
  - turn on locations
- Turn off the locations settings on a smartphone
  - services app
  - location services
  - privacy off

### **What can I do to protect my children?**

#### **Get legal advice.**

**Legal Aid WA's Domestic Violence Legal Unit, (DVLU)** staff provides legal advice and assistance to women about domestic violence issues. The services include counselling, safety planning, liaising with police, legal advice and a duty lawyer service for interim restraining orders. Staff also provide representation at court for restraining orders (where legal aid has been granted). Please contact the **Legal Aid WA InfoLine on 1300 650 579** for more information.

Talk to your children about what to do if your (ex) partner becomes abusive. Your children need to be able to get out of the house and go somewhere safe.

- Practice, with your children, getting out of the house safely (what are the best exits)

- Arrange for your children to have a safe place to go (eg a neighbour's house). Tell your children where they can go if there is an emergency
- Teach your children **how to use the phone and how to call the police** in an emergency
- Talk to your children about how Crisis Care can help with refuge accommodation and transport to get to a refuge. Make sure they know where the telephone number is
- Make sure your children know your address and phone number to give to the police or the Crisis Care operator when they call
- You may wish to hide a mobile phone for them to use or show them where the closest phone box is and practice with them how to dial the emergency numbers
- Teach your children to stay safe when using internet, mobile phones, social networking sites and other forms of technology
- Talk to your children's day care manager and school principal about who has permission to collect the children. Follow this up in writing. Legal Aid WA can assist you to draft a letter to the day-care or school
- Talk to your children about what they should do if your ex partner attends their school (i.e. do not go with your ex-partner. Go to the principal's office or find a teacher for help).

**If your ex partner has threatened you or your children and has firearms or weapons, make sure you and your children are safe then report the threat to the police. Get legal advice.**

### Communication services safety check list

Making sure you can get information you need sent to you safely.

Do you have a postal address that is safe for agencies like Legal Aid WA, Centrelink etc to send information to?

☐ **NO**

- talk to a friend or family member you trust whose address you can use and who will keep your mail safe
- set up a PO Box in a suburb that is not near to the suburb you live in.

☐ **YES**

- if your postal address is different from your home address make sure you **always** give out your postal address.

### Phone

Do you have a phone number that is safe for agencies to contact you on?

☐ **NO**

- if it is not safe for agencies to leave a message **DO NOT** give out the number
- if you need to give out your number, tell the person you are giving the number to what to do if someone other than you answers the phone

☐ **YES – please be aware that:**

- Anyone who has access to your telephone can find out who you last called by pressing the redial button on your phone. If you call a service for legal advice, referrals or other assistance, do the following when you hang up
- dial a safe number (eg work or children's school) so that this will be the last number you used
- delete the record of the last number you used by dialling 1223 (Directory Assistance) after you have completed the call
- be aware that some telephone handsets store and display all numbers you have called. Please review the user manual for instructions about how to clear any numbers you do not want to be recorded or use a family member's telephone to make these calls

If you move house, you can:

- change your phone numbers
- request a silent number by contacting your phone provider. This means that your telephone number is not listed in the phone book or Internet
- get an answering machine so that you can screen your calls

When you move to a new address or get a new phone number, only give it out to people you trust will not pass it on to your ex partner if pressured.

## What should I do if I am abused or threatened?

If there is an incident (eg you are verbally or physically abused or threatened):

- contact the police
- get medical attention
- contact **Crisis Care** – This is a 24 hours service. They are able to tell you which refuges have vacancies and they can help you get to a refuge. The number for Crisis Care is **(08) 9223 1111 or 1800 199 008** (Freecall) and is also included in the telephone list at the back of this document
- get legal advice about a violence restraining order (VRO)
- keep a diary and write down the date, time and details of what happened
- keep your diary in a safe place with a friend or family member you trust.

## Where can I get financial assistance?

The following agencies may be able to offer you emergency financial assistance if you leave your home in a hurry and you do not have access to money for food or housing.

- **Centrelink** may provide emergency financial assistance to people who have recently left a domestic violence relationship. Types of payments available are:
  - crisis payment – this is a one off emergency payment available during the first 7 days of separation
  - on going financial support including parenting payments, family tax benefit and rent assistance
  - Centrelink may also assist with food vouchers, emergency relief and referrals
  - Department of Housing (Homeswest) may help with bond assistance.

## After you leave

Seek legal advice as soon as possible after you leave a family violence relationship, especially if:

- you have children

- there is a restraining order
- the court has imposed protective bail conditions on your ex partner.

## How can I make my home secure?

Being safe in your home is important for you and your children. The following suggestions may help you feel secure for you and your children.

- ask a friend or family member to stay with you for a few days
- you and your children stay with a friend or family member for a few days
- make sure your doors, windows, gates, garage, and any roof access are able to be locked
- if you are renting privately, you may want to move to a new ,confidential, address (get legal advice before you break a lease)
- if you rent through the Department of Housing, you can speak with a Housing Services Officer at your local office to discuss safety issues
- if you have a mortgage, get legal advice about protecting your assets and changing the locks.

Legal Aid WA has a range of information about family separation and domestic violence on the website at [www.legalaid.wa.gov.au/when-separating](http://www.legalaid.wa.gov.au/when-separating) and on VROs on the website [www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au) under Information about the law.

## Safe at home service

If you have VRO in place, you will be eligible for financial assistance to change your locks and make your home safer for you and your children. The Safe at Home staff may use their discretion to assist applicants without a VRO in place. For more information call the Safe at Home Service in your area.

### North West Metropolitan Area (Joondalup)

Patricia Giles Centre Inc

Phone: **(08) 9562 4453**

Email: [safeathome@bigpond.com](mailto:safeathome@bigpond.com)

### North East Metropolitan Area (Nollamara)

Stirling Women's Centre

Phone: **(08) 9205 7387**

Email: [stirlingsah@stirling.wa.gov.au](mailto:stirlingsah@stirling.wa.gov.au)

### South East Metropolitan Area (Highgate) Ruah

Phone: **(08) 9227 0348**

Email: [safeathome@ruah.com.au](mailto:safeathome@ruah.com.au)

### South West Metropolitan Area (Rockingham)

Lucy Saw Centre

Phone: **(08) 9527 3289**

Email: [safeathome@thelucysawcentre.com.au](mailto:safeathome@thelucysawcentre.com.au)

### South West (Bunbury)

South West Refuge Inc

Phone: **(08) 9791 2894**

or **0488 094 798**

Email: [advoc@swrefuge.com.au](mailto:advoc@swrefuge.com.au)

### Wheatbelt (Northam)

Share & Care Community Services Group Inc.

Phone: **(08) 9622 8731** or **0400 237 039**

### *After you leave*

If you leave home and move to another address, you will need to change your contact details with the following:

- Post Office (mail redirection)
- your bank
- your employer
- the children's school
- Department of Transport (drivers licence)
- your telephone provider – ask for a silent line
- Synergy
- Water Corporation
- Alinta Gas
- Centrelink
- Australian Electoral Commission (the electoral roll)
- Landgate

Be very careful about giving out your new contact details. Your contact details may appear on public records, which means anyone can access your

information. Some information can be given out by mistake.

When you contact Telstra, ask for a **Silent Line**. Your name, address or telephone number will not be listed in any White Pages telephone directory or electronic White Pages search. Your telephone number will not be disclosed through Directory Assistance. Telstra will waive the fee for people experiencing domestic and family violence.

When you contact any agency or service to change your contact details, tell the person you speak to that your new address and phone number must remain confidential. Ask for a **Privacy Alert** to be placed on your records. This is a warning notice that will come up on the computer screen when your records are accessed by an employee at any of the above services, drawing their attention to the fact that your details must remain confidential. Make a note in your diary of the agencies and services you requested a Privacy Alert to be placed on your file.

### Australian Electoral Roll

The Australian Electoral Commission is a Commonwealth government department that maintains the Australian and West Australian electoral roll. The name and address of every person registered to vote in Australia appears on the electoral roll and this information is available to the public. You can apply to the Australian Electoral Commission to register as a silent elector if you fear that publication of your address on the electoral roll would put the safety of you or your family at risk. This means that your details are not publicly available. Please contact the **Australian Electoral Commission** on **13 23 26** for more information about registering as a silent elector.

### Landgate

Landgate is a State government department that maintains the Western Australia official register of land ownership. If you purchase any property or your name appears on a land title in Western Australia, your name and address appears on the official register of land ownership and is available to the public. If your personal safety or your family's safety is deemed at risk you can apply to Landgate for your address details to be suppressed. This means that your details are not publicly available. For more information about this service, contact **Landgate** on **(08) 9273 7373**.



### *Staying safe at work*

You may feel your workplace is where you feel safe, a place where you can keep what is happening at home private. However, sometimes what is happening at home has a direct impact on your work. Some examples of this could include:

- being prevented from getting to work on time,
- receiving excessive text messages, phone calls or emails
- threatening behaviour such as the abusive person making threats to tell your colleagues or boss embarrassing information
- being followed to and from work.

This behaviour could result in you being distressed or crying at work and struggling to manage your workload and deadlines.

The Safe at Home, Safe at Work toolkit has a range of information to help you to stay safe at work. It includes information about how to approach managers, confidentiality, organising temporary safety measures and negotiating time off to attend meetings or court hearings. The *Safe at Home, Safe at Work* toolkit, can be downloaded from <http://www.dvandwork.unsw.edu.au/what-you-need-know>.

### *Family Violence Prevention Services, Aboriginal Family Law Service and Djinda Services contact details*

The Family Violence Prevention Legal Service (FVPLS) and Aboriginal Family Law Services (AFLS) are legal and counselling services for victims of family violence and/or sexual assault who are Aboriginal or Torres Strait Islander peoples, or whose partner or children are Aboriginal or Torres Strait Island peoples. Each FVPLS or AFLS provides a range of services that may include legal advice and information, court representation for family violence and sexual assault matters and sexual abuse counselling. The following is a list of contact details for these services.

#### **Djinda Services**

21 Southport Street  
WEST LEEDERVILLE WA 6007  
Phone: 9489 6391  
Email: [djinda@wa.relationships.com.au](mailto:djinda@wa.relationships.com.au)

#### **Family Violence Prevention Legal Service**

Boyd House  
45-47 Aberdeen Street  
**ALBANY** WA 6332  
Phone: (08) 9842 7777  
Fax: (08) 9842 6851

#### **Marninwarntikura Family Violence Prevention Unit**

Balinijangarri Road  
**FITZROY CROSSING** WA 6765  
Phone: (08) 9191 5284  
Fax: (08) 9191 5611

#### **Aboriginal Family Law Services**

Unit 1/46 Dampier Terrace  
**BROOME** WA 6725  
Phone: (08) 9193 5455  
Fax: (08) 9193 7913

#### **Aboriginal Family Law Services**

13 Skipworth Street  
**CARNARVON** WA 6701  
Phone: (08) 9941 3633  
Fax: (08) 9941 3801

#### **Aboriginal Family Law Services**

66 Fitzgerald Street  
**GERALDTON** WA 6530  
Phone: (08) 9965 4654  
Fax: (08) 9921 6377

#### **Aboriginal Family Law Services**

2/45 Brookman Street  
**KALGOORLIE** WA 6430  
Phone: (08) 9021 0244  
Fax: (08) 9021 2765

#### **Aboriginal Family Law Services**

Suite 1/10 Banksia Street  
**KUNUNURRA** WA 6743  
Phone: (08) 9168 2001  
Fax: (08) 9169 3321

#### **Aboriginal Family Law Services**

Unit 5/31 Throssell Road  
**SOUTH HEDLAND** WA 6722  
Phone: (08) 9172 5024  
Fax: (08) 9172 5035

### *Pat Giles Centre contacts*

#### **Patricia Giles Centre, Women's Counselling Service**

Crisis and short term counselling is offered via the telephone and also face to face. To see a counsellor, phone and make an appointment to come into the centre.

#### **Patricia Giles Centre, Children's Counselling Service**

Helping children, adolescents and their families who have experienced domestic and family violence.

This service provides free short term (8-12) counselling sessions for children aged 4 to 18

years who have experienced family and domestic violence. Counselling is **only** available after parents have separated and children are living with the non-abusing parent.

The service is open from 9 am to 5 pm on weekdays. You may have to leave a message with your contact details, if all counsellors are busy.

#### **Patricia Giles Centre, Safe Families Safe Pets Program**

Safe Pets program coordinates temporary arrangements for families who are going into women's refuge and need to make arrangements for their pets to be cared for.

Currently, this service is only available in the Perth metropolitan area.

## Important telephone numbers

Name	Details	Phone Number
<b>Police, Ambulance and Fire</b>	<b>Emergency Numbers</b> Available 24 hours a day, seven days a week.	<b>000</b> <b>131 444</b> (calls to this number are recorded.)
<b>Centrelink</b> Provides financial assistance to people in need	9.00 am – 5.00 pm Monday to Friday	<b>132 850</b> <b>1800 810 586</b> (Freecall)
<b>Crisis Care</b> Provides information about metropolitan and regional refuge vacancies and may be able to organise a taxi to take you and your children to the refuge.  Crisis Care can help provide telephone counselling about domestic violence issues.	Available 24 hours a day, seven days a week	<b>(08) 9223 1111</b> <b>1800 199 008</b> (Freecall)
<b>Department of Housing (Homeswest).</b>	8.00 am – 5.00 pm Monday to Friday	<b>(08) 9222 4666</b> <b>1800 093 325</b> (Freecall)
<b>Domestic Violence Advocacy Support Central (DVAS)</b> Email: <a href="mailto:vpillay@whfs.org.au">vpillay@whfs.org.au</a>	9.00 am – 5.00 pm Monday to Friday	<b>(08) 9227 5852</b> <b>(08) 9328 5427</b> (fax)
<b>Domestic Violence Legal Unit, Legal Aid WA (DVLU)</b> provides legal advice, duty law and legal assistance service to women in relation to violence retraining orders. Please contact the Legal Aid WA InfoLine for more information.	8.30am – 4:30pm Monday to Friday	<b>1300 650 579</b>
<b>Legal Aid WA's InfoLine</b>	8.30am – 4.30 pm Monday to Friday	<b>1300 650 579</b>
<b>Patricia Giles Centre, Children's Counselling Service</b>	Weekdays 9.00am to 5.00pm	<b>(08) 9328 1888</b>
<b>Patricia Giles Centre, Women's Counselling Service</b>	Weekdays 9.00am to 4.00pm	<b>(08) 9300 1022</b>
<b>Patricia Giles Centre Safe Families Safe Pets Program</b>	9.00.am – 4:00.pm Monday to Friday	<b>(08) 9300 0340</b>



Name	Details	Phone Number
<b>Sexual Assault Resource Centre</b>	Available 24 hours a day, seven days a week	<b>(08) 9340 1828</b> <b>1800 199 888</b> (Freecall)
<b>Telstra Silent Line Service</b>		<b>132 200</b>
<b>Women's Council for Domestic &amp; Family Violence Services (WA)</b> Email: <a href="mailto:info@womenscouncil.com.au">info@womenscouncil.com.au</a>	9:00 am – 4:30pm Monday to Friday	<b>(08) 9420 7264</b> <b>(08) 9486 8744</b>
<b>Women's Domestic Violence Helpline</b> can help provide telephone counselling about domestic violence issues	Available 24 hours a day, seven days a week	<b>(08) 9223 1188</b> <b>1800 007 339</b> (Freecall)
<b>Victim Support Service</b> Includes support at Magistrates Courts through Family Violence Services at Perth, Armadale, Joondalup, Fremantle, Rockingham, Midland & regional locations	8.30am – 4:30pm Monday to Friday	<b>(08) 9425 2850</b> <b>1800 818 988</b> (Freecall)



## Your important telephone numbers

[illegible]

## Safety planning – Online safety for you and your family

Below is a guide to clearing your browsing history and your computer's cache (temporary file storage) from your computer. We have included some of the common browsers.

Remember to look up some safe sites such as online shopping, movie sites or hobbies after you have cleared your search history so you will not cause suspicion if your computer is checked.



1. On the menu bar at the top of the document, open **Tools** menu
2. Select **Options**
3. Select **Under the Hood** tab
4. Select **Clear browsing data**
5. Select the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site data).
6. You can choose the period of time for which you want to clear cached information from the Clear data from this period drop-down menu.
7. To clear your entire cache, select **Everything**.
8. Click Clear browsing data

### Windows



### Internet Explorer 8

1. On the menu bar at the top of the document open the **Safety menu**
2. Select Delete Browsing History.
3. Untick **Preserve Favorites** website data

4. Select **Temporary Internet files, Cookies, and History**.
5. Select **Delete**.

### Internet Explorer 7



1. On the menu bar at the top of the document, open **Tools** menu
2. Select **Internet Options**.
3. Select **Browsing history**
4. Select **Delete**
5. To delete your **cache**, select **Delete files**.
6. To delete your cookies, select **Delete cookies**
7. To delete your history, select Delete history.
8. Close, and then OK to exit.

### Clearing Cookies in Internet Explorer



1. Double Click on Internet Explorer icon
2. Select Tools
3. Select Internet Options
4. Select General Tab
5. Select the 'Delete' button
  - untick "Preserve Favourites Website" data
  - select tick "Temporary Internet Files", "Cookies", "History" and "Form" data.
6. Select the Delete Button;

Once it has finished, be sure to close all open boxes

### Mac OS X



### Safari

1. On the menu bar at the top of the document open the **Safari** tab.

2. Select the items you want to reset and then click Reset.

### Mobile Safari

#### To clear cache and cookies:

1. From the home screen, tap Settings
2. Tap Safari
3. At the bottom of Safari's settings screen, tap the buttons for Clear Cookies and Clear Cache.
4. To confirm, tap Clear Cookies or Clear Cache again

#### To clear history:

1. From the home screen, tap Safari
2. At the bottom of the screen, tap the Bookmarks icon
3. In the lower left, tap Clear
4. Tap Clear History.

### Clearing Cookies in FireFox



1. Double click the Firefox icon
2. On the menu bar at the top of the document, open **Tools** menu
3. Select the Privacy Tab
4. Select Clear Now
5. Select the items you would like to clear

- Cookies
- Cache
- Authenticated Session
- Browser History
- Saved Form
- Search History
- Select Clear Private Data Now
- Close tabs

### Firefox 3.5

1. On the menu bar at the top of the document, open **Tools** menu
2. Select Clear Recent History.
3. Select the **Time range** drop-down menu
4. Select the range you want to clear
5. Select **Everything** to clear your entire cache or
6. Select the down arrow next to "**Details**" to delete individual sites to clear
7. Select Clear Now.

### Firefox 3

1. On the menu bar at the top of the document, open **Tools** menu
2. Select **Clear Private Data**
3. Select the searches you want to clear(e.g., Browsing history, Cache, Cookies)
4. Select Clear Private Data Now

## Legal Aid WA Offices

**TELEPHONE INFOLINE: 1300 650 579 (General Enquiries)**

InfoLine open Monday to Friday 8.30 am to 4.30 pm

(Australian Western Standard Time) except public holidays

**Translating and Interpreting Service 131 450**

**National Relay Service (for hearing and speech impaired) 133 677**

[www.legalaid.wa.gov.au](http://www.legalaid.wa.gov.au)

### **Perth Office**

32 St Georges Terrace, Perth, WA 6000

1300 650 579

(08) 9261 6222

### **Southwest Regional Office**

7<sup>th</sup> Floor, Bunbury Tower, 61 Victoria Street, Bunbury, WA 6230

(08) 9721 2277

### **Great Southern Regional Office**

Unit 3, 43-47 Duke Street, Albany, WA 6330

(08) 9892 9700

### **Goldfields Regional Office**

Suite 3, 120 Egan Street, Kalgoorlie, WA 6430

(08) 9025 1300

### **Midwest & Gascoyne Regional Office**

Unit 7, The Boardwalk, 273 Foreshore Drive, Geraldton, WA 6530

(08) 9921 0200

### **Pilbara Regional Office**

28 Throssell Road, South Hedland, WA 6722

(08) 9172 3733

### **West Kimberley Regional Office**

Upper Level, Woody's Arcade, 15-17 Dampier Terrace, Broome, WA 6725

(08) 9195 5888

### **East Kimberley Regional Office**

98 Konkerberry Drive, Kununurra, WA 6743

(08) 9166 5800

### **Indian Ocean Office**

Administration Building, 20 Jalan Pantai

Christmas Island, Indian Ocean, WA 6798

(08) 9164 7529

This information contains a summary of the law and is correct at the date of publication. It is not legal advice. You should always seek legal advice about your individual situation. Any services referred to which are not operated by Legal Aid Western Australia are not endorsed or approved by Legal Aid Western Australia.

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